Osborne-Hoffman Network Receiver Software

User Manual

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Preface

This is the GE *Osborne-Hoffman Network Receiver Software User Manual*. This document includes an overview of the product and instructions explaining how to configure the OH Network Receiver Software using the application.

There is also information describing how to contact technical support if you have questions or concerns.

To use this document effectively, you should have the following minimum qualifications:

- a basic knowledge of the alarm monitoring concepts; and
- a basic knowledge of how panels and other devices communicate with receivers.

Read these instructions and all ancillary documentation entirely before installing or using this product. The most current versions of this and related documentation may be found on our website. Refer to *Online publication library* on page 18 for instructions on accessing our online publication library.

Conventions used in this document

The following conventions are used in this document:

Bold	Menu items and buttons.
Italic	Emphasis of an instruction or point; special terms.
	File names, path names, windows, panes, tabs, fields, variables, and other GUI elements.
	Titles of books and various documents.
Blue italic	(Electronic version.) Hyperlinks to cross-references, related topics, and URL addresses.
`Monospace`	Text that displays on the computer screen.
	Programming or coding sequences.

Safety terms and symbols

These terms may appear in this manual:

CAUTION:	*Cautions* identify conditions or practices that may result in damage to the equipment or other property.

WARNING:	*Warnings* identify conditions or practices that could result in equipment damage or serious personal injury.

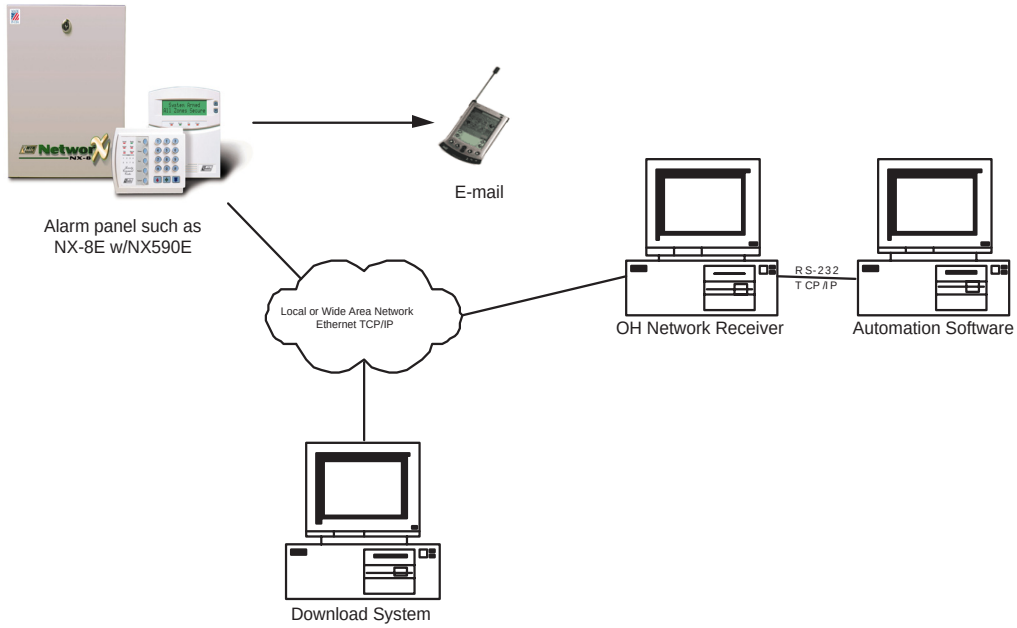
Product overview

You can use the GE Osborne-Hoffman Network Receiver Software to receive and process alarms, sending them to a computer automation system.

Typical system configuration

The following diagram illustrates a typical system configuration with the OH Network Receiver.

Figure 1. Typical OH Network Receiver system configuration



A typical system installation includes the following:

- Automation software (such as MASterMind Monitoring)
- OH Network Receiver
- NX-8E with NX590E module
- DL900 configuration/download software

Refer to the *GE OH Network Receiver Installation Instructions* (466-2250B) for more information about compatibility and installing the OH Network Receiver software.

OH Network Receiver main window

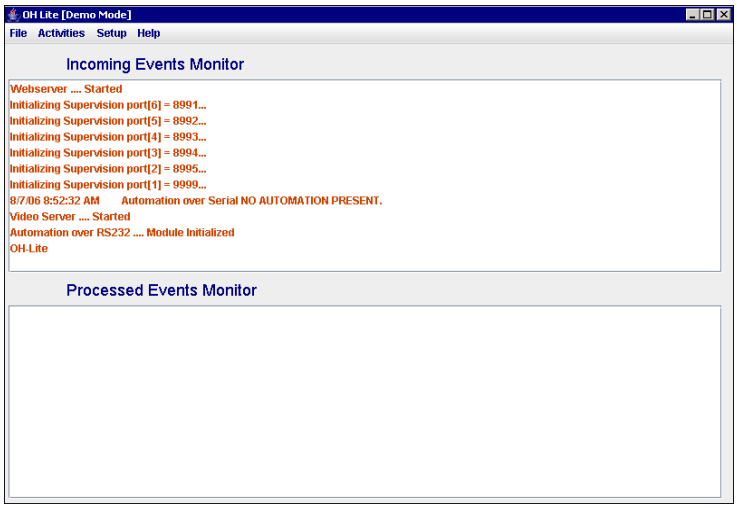
To start the OH Network Receiver Software, click *Start*, *Programs*, *GE Security*, and then *OH Network Receiver*. A window similar to *Figure 2* on page 3 is displayed.

When the OH Network Receiver Software is started, it checks for a valid license. If no license exists, the OH Network Receiver starts in DEMO mode and *OH Lite [Demo Mode]* is displayed in the application title bar. In demo mode, the OH Network Receiver accepts a maximum of five accounts.

Note: To license your copy of the OH Network Receiver Software, select *Help* and then *Upgrade*. Follow the onscreen instructions. Refer to the *GE OH Network Receiver Installation Instructions* (466-2250B) for more information about licensing your OH Network Receiver.

Once you start the OH Network Receiver, the main application window is displayed.

Figure 2. OH Network Receiver, initial display



Note: The window may contain different text depending on the options selected.

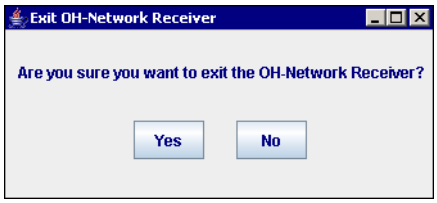
The OH Network Receiver main window includes display areas for incoming events and processed events.

- The *Incoming Events Monitor* section displays informational messages, incoming alarms, and panel disconnect and reconnect messages.
- The *Processed Events Monitor* section displays events which have been successfully processed by the OH Network Receiver, such as processed alarms.
- Incoming events displayed in the *Incoming Events Monitor* pane that are not successfully processed do not appear in the *Processed Events Monitor* pane.
- The *Incoming Events Monitor* pane and the *Processed Events Monitor* pane display events in the same format. The format begins with the date and time of the event followed by the message received from an alarm panel. Alarm panel messages may contain the date and time of the event when it occurred at the panel, account information, and an event ID code.
- Depending on whether the *Automation Present* flag is selected in the *Setup*, *Automation Setup* menu, the events from the *Incoming Events Monitor* must be acknowledged by the automation software. For test purposes and stand-alone operations, this flag can be disabled. When automation software is connected, *Automation Present* flag must be selected.

Exiting from the receiver

To exit from the OH Network Receiver Software, select *File*, then *Exit*. You are prompted to confirm whether you want to exit.

Figure 3. Confirmation window for exiting application



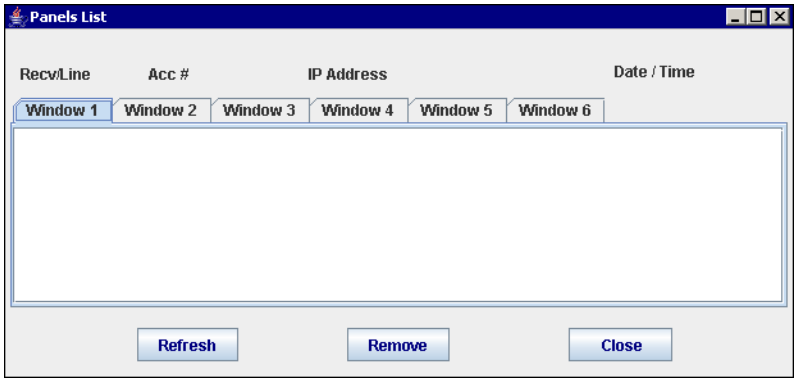
Activities menu

Use the *Activities* menu to view the status of panels communicating with the OH Network Receiver Software.

Viewing active alarm panels

From the *Activities* menu, select *Active Panels List*. The *Panels List* window is displayed.

Figure 4. Panels List window



The *Panels List* window displays a list of the alarm panels which are actively polling (reporting to) the OH Network Receiver. Polling is used to identify alarm panels existing in the field and to detect when those panels fail.

Table 1 describes the information displayed on the *Panels List* window.

Table 1. Panels List window field descriptions

Field name	Description
Recv/Line	Receiver and line numbers
Acc #	Account number in 6-digit format. Account codes do not need to be in the range of 0001-0005 and can be randomly assigned with a maximum of five accounts/panels at the same time. If you want to delete accounts, you can remove them using the **Remove** button.
IP Address	Internet address of the alarm panel
Date/Time	Date and time the panel last reported to the receiver

Each line or panel in the active panel list is based on *Recv/Line* and *Acc#*. The IP address does not have to be unique. This allows modules to report using DHCP.

For example:

- `R0001L0001 account code 000239 IP Address 3.228.245.239` is created in the *Panels List* window.
- Due to changes in the DHCP lease, the IP address of this panel is changed, and the panel is given a new IP address from a DHCP server.
- The next time a polling from the same panel comes in, the line in the *Panels List* window changes to: `R0001L0001 account code 000239 IP Address 3.228.245.254`.
- It is still considered to be the same panel reporting to the OH Network Receiver.

You can perform the following functions in the *Panels List* window:

- Click **Refresh** to update the list, including the date and time of last report.
- To remove panels from the display that are no longer part of the system, select a panel (click on its row in the display), and then click **Remove**.

  Note: If the panel is still actively polling, click **Refresh** to restore it to the display. Use **Remove** to take off panels from the display which are no longer part of the system.

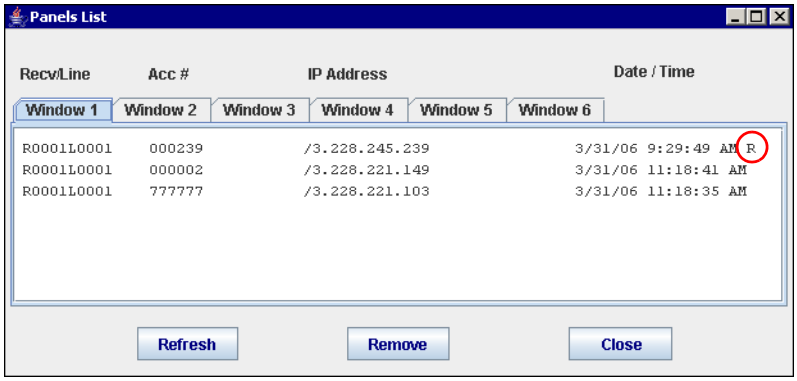
Detecting a communication failure between the panel and the receiver

The OH Network Receiver will indicate a communication failure for SIA and Contact ID in the *Panels List* window.

When panels are no longer reporting, an uppercase letter R is displayed at the end of their entry in the active panel list. Each time a panel polls, a timer starts. When this timer value is greater than the value in the *Linecut Timeout* window (port 9999 defaults to 30 seconds, which is the most commonly used of six available supervision ports), a message is sent to the automation software indicating a line fault. When a panel polls the OH Network Receiver again, the R disappears, and a message is sent to the automation software.

Note: We recommend setting the polling interval value on the alarm panel to communicate with the receiver in intervals that are less than the network timeout value because of potential network latency.

Figure 5. Panels List window, panels no longer reporting



Messages sent to the automation software indicating a communication failure

Depending on the format of the last message (SIA or CID) from the specific account, different messages are sent to the automation software indicating a communication failure between the panel and receiver.

Table 2. Messages sent indicating a communications failure

Format	Message sent
SIA	LT079 (Linefault) LR079 (Linefault restore)
Contact ID	1356 (Linefault) 3356 (Linefault restore)

Polling to the Alarm Monitoring Software

This section discusses polling to alarm monitoring software from the OH Network Receiver.

Network status checks

In normal operation, the OH Network receiver polls the alarm monitoring software at configurable intervals. The polling message is called the heartbeat signal. The computer automation system is notified by the OH Network Receiver when the network is disconnected by periodically checking the network status.

This feature is useful so that the OH Network Receiver does not have to stop monitoring panels and the user then would need to restart it to resume the normal operations. It also prevents a "flurry" of LT's (linecut timeouts) sent to the automation software when the network is disconnected.

You can set the interval that the OH Network Receiver performs network status checks by setting the *NetworkCheckInterval* property in the *.app.properties* file with the number of seconds you want to pass between checks. For example, set this to 10 seconds since you want the OH Network Receiver to immediately notify the automation software when the network is disconnected.

Before the OH Network Receiver sends an LT to the automation software, it will check the network status.

When the network is disconnected

While the network is disconnected, the following actions occur:

- The panel monitoring subsystem will be suspended.
- The receiver heartbeat signals to the automation software over IP/RS-232 are turned off.
- A pop-up window is displayed with a message alerting the user the network is disconnected. This window will automatically close once the network is reconnected.
- If any panel times out while the network is disconnected, the *ActivePanelList* suffixes this panel with a letter D. No LT is generated in this case. This helps the user identify all the panels that have an LT.
- The OH Network Receiver will detect the network status every 10 seconds by default (configurable in the *NetworkCheckInterval* property in the *.app.properties* file).

When the network is reconnected

When the network is reconnected, the following actions occur:

- The OH Network Receiver will wait for the specified recovery time, and then awaken the panel monitoring subsystem. You can configure the time it waits using the *RecoveryTime* property in the *app.properties* file. The recovery time allows the panels to recover from being disconnected for a long time. This prevents the OH Network Receiver from sending a flurry of linecut timeouts to the automation software.
- During the recovery period, the following actions occur:

  a. The OH Network Receiver starts reporting its heartbeat signals and alarms to the automation software.

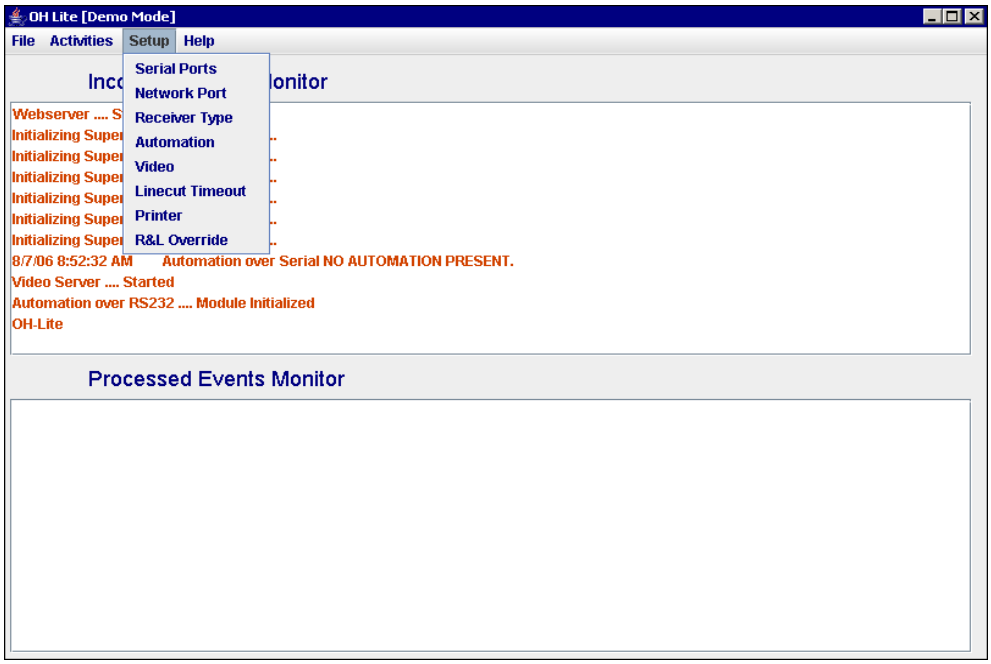
  b. If the receiver gets a heartbeat signal for a panel that was suffixed with a letter D, then the D is removed. No LR (linecut recovery) is generated in this case.

- After the recover period, the panel monitoring subsystem verifies all panels for the timeout in the active panels list. If any panel is still suffixed with a D, then an LT is generated for the panel and D is replaced by a letter R.

Configuring the OH Network Receiver using the Setup menu

The *Setup* menu includes a list of configuration items.

Figure 6. Setup menu options



Serial Ports

The OH Network Receiver can communicate with a central station's automation software using a serial port. From the *Setup* menu, select *Serial Ports* to display the *Serial Ports Setup* window. Use this window to define the serial port configuration.

Figure 7. Serial Ports Setup window

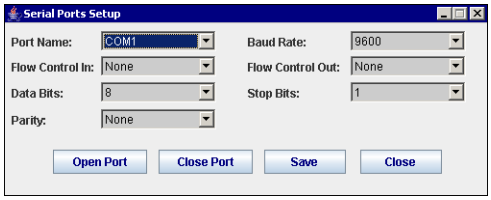


Table 3 describes the fields on the *Serial Ports Setup* window.

Table 3. Serial Ports Setup window field descriptions

Field name	Description
Port Name	Select the port which is connected to the central station. Serial ports above COM2 are allowed. For all prior versions only COM1 & COM2 are allowed.
Baud Rate	The baud rate is normally set to its maximum value and should be lowered only if communication problems occur. The higher the baud rate, the faster the communication occurs.

Table 3. Serial Ports Setup window field descriptions (continued)

Field name	Description
Flow Control In	Define the type of flow control, if any, that should be used when receiving messages from the central station. Flow control is used to prevent the sender of data, in this case the central station, from over-running the receiver of the data, the OH Network Receiver. If data is sent faster than the receiver can receive it, it will be lost. The available values include: • RTS/CTS -Recommended if both PCs support hardware flow control. • Xon/Xoff - Select if either PC does not support hardware flow control but both support software flow control. • None - Select if neither the OH Network Receiver PC or the central station PC supports flow control of either type. **Note:** Most PCs today support hardware flow control, and RTS/CTS should be used when possible. Microsoft Windows operating systems frequently offer a Device Manager which is accessible from the *Control Panel*, *Systems* window. The Device Manager can be used to display the serial port properties, port settings, which contain the flow control and other options supported by the PC and operating system.
Flow Control Out	Define the type of flow control, if any, used when sending messages to the central station. Flow control is used to prevent the sender of data, in this case the OH Network Receiver, from over-running the receiver of the data, the central station. See the description for the *Flow Control In* field for information about setting this field. Typically, the *Flow Control In* and *Flow Control Out* fields are set to the same value.
Data Bits	Set to 8 bits.
Stop Bits	Set to 1 bit.
Parity	Set to None.

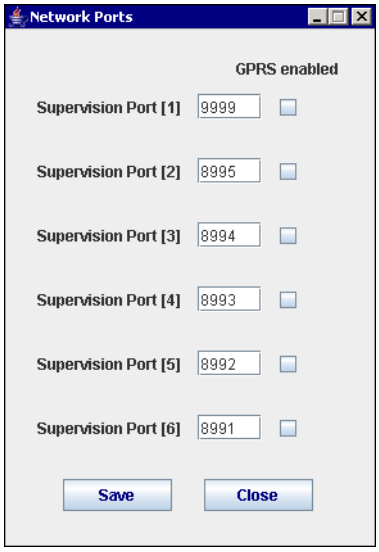
Use the following buttons on the *Serial Ports Setup* window to perform various functions:

- Click the **Save** button to save the serial port configuration.
- Click the **Open Port** button to enable the port. When opening a port, the OH Network Receiver checks if the *Automation over Serial* flag is enabled. If it is disabled, you will receive an error message notifying to set this option first in order to open the serial connection. If, when opening the port, an error message is displayed that the port is in use, select another port (do not forget to move the cable to the correct port) or exit from the application which has the port open.
- Click the **Close Port** button to disable the port.

Network Port

From the *Setup* menu, select *Network Port* to display the *Network Ports* window. Use this window to define the ports alarm panels connect to when reporting alarms and polling the OH Network Receiver. The network port must be configured in the same way on the panel and the OH Network Receiver.

Figure 8. Network Ports window



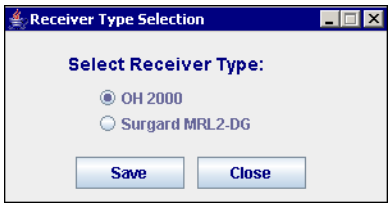
There are six different alarm ports available, which are linked to six different supervision windows. By using a variety of network ports and supervision window combinations, it is possible to provide different service levels for alarm monitoring. Typically ADSL and Cable Modem configurations can report supervision messages every 10 seconds or every 20 seconds.

For each supervision port, a flag exists to enable or disable this alarm port for GPRS communication. Significant network traffic is generated when establishing a connection with the OH Network Receiver. Typically, after an alarm message is sent, the network connection is terminated. To send another message, the connection process repeats. If the GPRS is enabled, the connection stays open to reduce bandwidth associated with the initial connection.

Receiver Type

From the *Setup* menu, select *Receiver Type* to display the *Receiver Type Selection* window. Use this window to select the OH Network Receiver type.

Figure 9. Receiver Type Selection window



Select whether you are using the OH2000 or Surgard MLR2-DG receiver type with this OH Network Receiver.

Automation

From the *Setup* menu, select *Automation* to display the *Automation Setup* window. Use this window to define the OH Network Receiver central station's automation software interface.

Figure 10. Automation Setup window

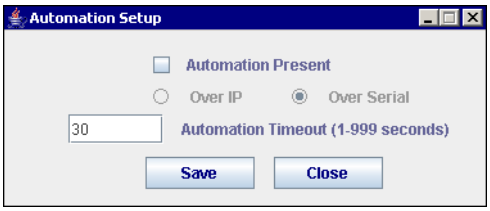


Table 4 describes the options on the *Automation Setup* window.

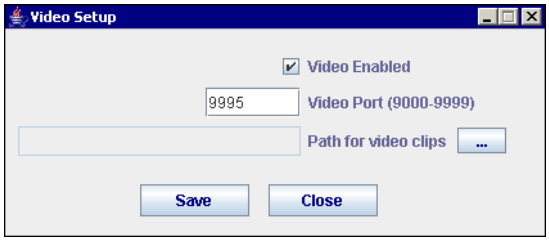
Table 4. Serial Ports Setup window field descriptions

Field name	Description
Automation Present	Specify whether the OH Network Receiver should attempt to send alarms and other messages to a central station's automation software. If it is checked, messages will be sent.
Over IP or Over Serial	Use this option to specify whether you want to send messages over the Ethernet (IP) or RS-232 serial port. If you select *Over IP*, the OH Network Receiver sends messages over Ethernet rather than the serial port.
Automation Timeout	Use this field to define a "keep alive" heartbeat time interval which the OH Network Receiver uses to poll the central station's automation software. If the poll is not successful, this indicates a broken connection.

Video

From the *Setup* menu, select *Video* to display the *Video Setup* window. Use this window to configure the OH Network Receiver Video function. The video functionality is compatible with the CS9104 or NX-9104 modules with VVMIQ functionality.

Figure 11. Video Setup window



The *Video Enabled* field specifies whether the OH Network Receiver will receive video from alarm panels. The video clips are stored in the format described below. The video files are in *.asf* format which can be opened by a standard video viewer such as *Windows Media Player*.

Note: As the OH Network Receiver does not have any backup capability, and the database is completely dynamic, it is good practice to store the video clips on a Network Drive.

The following line defines the parts of a video file in .asf format. Use *Table 5* to decipher it.

```
S_RRRR_LLLL_CCCCCC_PP_ZZZ_NNN_MMDDYYHHMMSS.ASF
```

Table 5. .asf format descriptions

Format	Description
S	Header Format (Byte [13] of Section)
RRRR	The Receiver Number, 4 -digits
LLLL	The Line Number, 4 -digits
CCCCCC	The Account Number
PP	Partition Number
ZZZ	Zone Number
NNN	Clip Number
MM	Month
DD	Day
YY	Year
HH	Hours
MM	Minutes
SS	Seconds

For example:

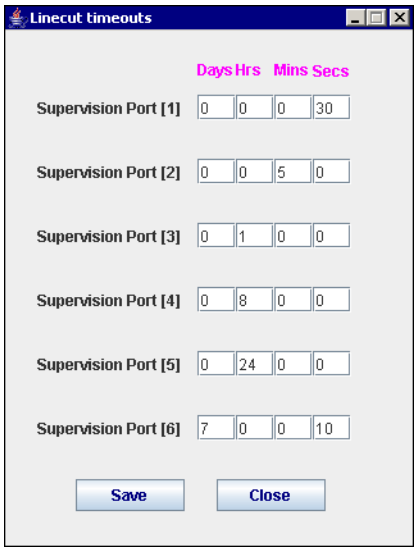
```
Video Alarm: 01010034"SIA-DCS"0007R0001L0001[#000001|Nri01/BA003]
Video File Name: 2_0001_0001_000001_01_003_0_020706025425.asf
```

The *Video Port* field specifies the port that alarm panels connect to when sending video. This should always be set to 9995, or should be set to the same value on both the VVMIQ module and receiver. You can also enter the path you store video clips in using the bottom field on the *Video Setup* window.

Linecut Timeout

From the *Setup* menu, select *Linecut Timeout* to display the *Linecut timeouts* window. This window defines the timeout period used to detect a broken connection to a polling alarm panel.

Figure 12. Linecut timeouts window



Note: These values must be determined by the polling time programmed into the alarm panels which report to the OH Network Receiver. It must be greater than the alarm panel reporting interval. Two to three times the reporting interval should be sufficient.

We recommend setting the polling interval value on the alarm panel to communicate with the receiver in intervals that are less than the network timeout value because of potential network latency.

Printer

From the *Setup* menu, select *Printer* to display the *Printer Setup* window. Use this window to configure the OH Network Receiver printer.

Figure 13. Printer Setup window

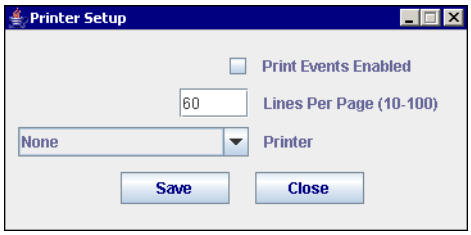


Table 6 describes the fields on the *Printer Setup* window.

Table 6. Printer Setup window field descriptions

Field name	Description
Print Events Enabled	If *Print Events Enabled* is checked, and a printer is selected, the OH Network Receiver will send events to the selected printer when they are received. *Print Events Enabled* cannot be selected if the *Printer* field is set to None.
Lines Per Page	The printer output will be formatted to contain the number of lines per page defined in this field.
Printer	This drop-down list displays printers known by the computer, including local and network printers. Printers can be added by using the computer *Start*, *Settings*, *Printers*, *Add Printer* function. The *Lines Per Page* value and the selected printer are also used by the *Print* function of the *Web Interface Event Log* window.

R&L Override

From the *Setup* menu, select *R&L Override* to display the *R&L Override* window. Use this window to override the receiver and line number settings for messages sent to the automation system. This feature is used for conditional replacements, where you want all messages sent to the automation system with a specific priority or to a specific operator.

Figure 14. R&L Override window

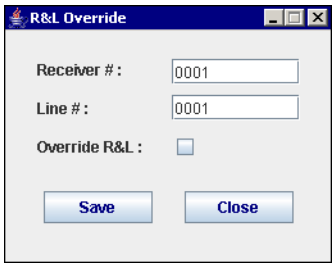


Table 7 describes the fields on the *R&L Override* window.

Table 7. R&L Override window field descriptions

Field name	Description
Receiver #	Enter the receiver number you want the OH Network Receiver to tell the automation system that the received message came in on.
Line #	Enter the line number you want the OH Network Receiver to tell the automation system that the received message came in on.
Override R&L	Check this box to override the receiver and line settings. The OH Network Receiver sends the messages to the automation system using the receiver and line numbers specified in this window.

Help menu

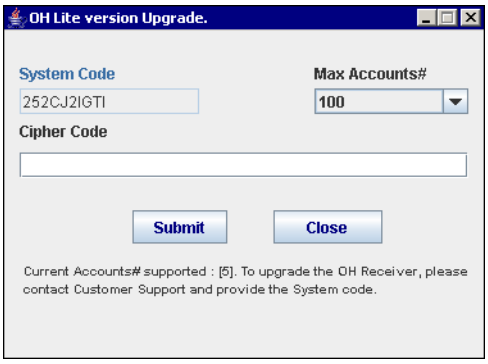
You can upgrade the OH Network Receiver and view the current version using the *Help* menu.

Upgrading the OH Network Receiver

To upgrade the OH Network Receiver to a new version or convert the OH Network Receiver software from demo mode to a full working version, do the following:

1. From the *Help* menu, select *Upgrade* to display the version upgrade window.

Figure 15. OH Upgrade window



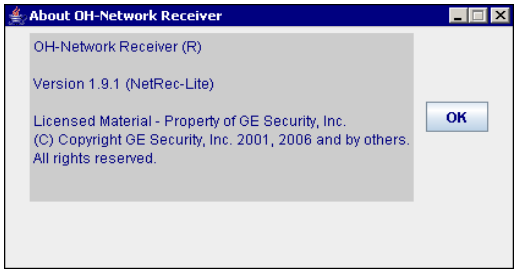
There are three different sizes of databases available: 100 accounts, 1000 accounts, and 10000 accounts.

2. The value in the *System Code* field is linked to the first network card in the PC that the OH Network Receiver software is running on.
3. To unlock the number of accounts, enter the cipher code in the *Cipher Code* field.
   After the order has been placed for the corresponding size of receiver, you can obtain the cipher code by submitting the system code and the maximum number of accounts to the local sales office or order processor.
4. Click **Submit**.

Viewing the current version

From the *Help* menu, select *About* to display a window that displays information about the OH Network Receiver.

Figure 16. About OH Network Receiver window



The version number shown in this window should be referenced when reporting problems or asking questions concerning the OH Network Receiver to GE Security personnel.

Contacting technical support

For assistance installing, operating, maintaining, and troubleshooting this product, refer to this document and any other documentation provided. If you still have questions, you may contact technical support during normal business hours (Monday through Friday, excluding holidays, between 5 a.m. and 5 p.m. Pacific Time).

Table 8. Service and support contact information

	Customer service	Technical support
Phone	**Toll-free:** 888.GESECURity (888.437.3287) in the US, including Alaska and Hawaii; Puerto Rico; Canada. Outside the toll-free area: 503.885.5700.	
E-mail	*gesecurity.customerservice@ge.com*	*nstechsrv@ge.com*
Fax	888.329.0331	888.329.0332

Note: Be ready at the equipment before calling for technical support.

Online publication library

Another great resource for assistance with your GE product is our online publication library. To access the library, go to our website at the following location:

http://www.gesecurity.com

In the **Customer Support** menu, select the *Resource Library* link. After you register and log on, you may search through our online library for the documentation you need.[1]

1. Many GE documents are provided as PDFs (portable document format). To read these documents, you will need Adobe Acrobat Reader, which can be downloaded free from Adobe's website at *www.adobe.com*.